

**MINUTES  
MEETING OF THE  
TENNESSEE COMMISSION ON AGING AND DISABILITY  
THE SHERATON DOWNTOWN HOTEL  
623 UNION STREET  
NASHVILLE, TENNESSEE  
August 7, 2007  
Suite 5**

**Members Present:**

Ms. Diane Cornell  
Mr. Bernard Danzig  
Mr. William Eddington (for Ms. Wanda Willis)  
Mr. Jerry Hill  
Mr. William Johnson  
Ms. Beauton Matthews  
Ms. Teresa McCadams  
Ms. Frankie McCord  
Ms. Barbara McIntyre  
Ms. Lynne O'Neal  
Mr. Judson Palmer  
Mr. Seth Stanger (for Ms. Tam Gordon)  
Ms. Mary Stockley  
Ms. Elizabeth Stovall  
Ms. Jackie Talley  
Ms. Bobbie Tyler  
Mr. Donald Woodlee

**Members Absent:**

The Honorable Lois DeBerry  
Mr. Shelburne Ferguson, Jr.  
Ms. Tam Gordon  
Ms. Vickie Lawson  
Mr. Donald Glen Petree  
Mr. Leonard Price  
The Honorable Jim Tracy  
Ms. Wanda Willis

**Members Participating via**

**Conference Call:**

Mr. John Arriola

**Special Guests:**

Mr. Bob Blancato, Matz, Blancato, and Associates, Washington, D.C.  
Mr. Percy Devine, Administration on Aging, Denver, Colorado  
Ms. Pam Hayden-Wood, Office of the Attorney General, State of TN, was also present.

Chair Woodlee called the meeting to order at 9:00 a.m. The roll was called, and attendance is listed above.

**APPROVAL OF THE MAY 2007 MINUTES**

Chair Woodlee asked if there were any corrections, deletions, or additions to the Minutes of the May 2007 meeting. Mary Stockley **moved approval of the minutes. The motion was seconded by Bernard Danzig and passed unanimously.**

**SPECIAL GUESTS**

Nancy Peace introduced special guest, Mr. Percy Devine III, Regional Administrator, Administration on Aging, Denver, Colorado. Mr. Devine presented an overview of activities from the national level. His boss, Ms. Josefina Carbonell, who holds a cabinet-level position as Assistant Secretary for Aging at the U.S. Department of Health and Human Services (HHS), had requested that Mr. Devine express best wishes to

Nancy Peace in her departure from the aging network. Ms. Carbonell commended Ms. Peace highly for her commitment and dedication over the past 34 years to the aging network. Mr. Devine presented Ms. Peace with a letter and gift from Ms. Carbonell during the Reception held the evening before the Commission meeting. He further added, as a representative of AoA, that Ms. Peace's contribution has been phenomenal in getting things done. He said Ms. Carbonell's title went from Commissioner to Assistant Secretary in 1994. He stated Ms. Carbonell is biased on behalf of home and community based services, senior citizens centers, etc., and wants to eliminate the silos in public benefits that make access to those services difficult. Mr. Devine added that Ms. Carbonell is a strong believer in partnerships and wants to strengthen systems such as long term care and home and community based services programs.

Mr. Percy referred the meeting attendees to the Administration on Aging's Web site where a copy of the Strategic Action Plan for 2007-2012 could be located. Some of the goals of the AoA include:

- healthcare;
- public health promotion and protection;
- human services and how we deal with national events in this county;
- scientific research and development;
- evidence-based research for best practices, etc.

He added that partnerships could be formed with the Department of Homeland Security, from a pandemic point of view, for disasters such as fires and floods, and small amounts of money could be set aside to help seniors across a state affected by a disaster. Five main goals of the AoA include:

1. Empowering older people, their families, and other consumers to make informed decisions and be able to easily access existing health and long-term care options;
2. Enabling seniors to remain in their own homes with high quality of life for as long as possible through the provision of home and community based services, including supports for family caregivers;
3. Empowering older people to stay active and healthy with Older Americans Act services and the new prevention benefits under Medicare;
4. Ensuring the rights of older people and prevent their abuse, neglect, and exploitation;
5. Maintaining effective and responsive management.

Mr. Devine reported that the Administration on Aging is currently in transition with the baby boomers coming on and retiring. He said historical knowledge leaves as baby boomers depart from the workforce, and that policies and other information should be captured as much as possible. He added that the Reauthorization Act of 2006 brought new initiatives. Mr. Devine briefly mentioned other important initiatives shown below.

State Plan. The administration said they wanted a functional, real plan serving the public to know what's going on with AoA. In addition, Assistant Secretary Carbonell wants to know what's going on at the state level with the State Long Term Care Ombudsman, etc. What are we doing with the data? What are the outcomes? What are the best practices? He added that there should be a blueprint for carrying out the plan, especially with Choices for Independence.

ADRCs. The Aging and Disability Resource Centers (ADRCs) were included in the Reauthorization Act of 2006 and are designed to be the single point of entry for services. Resources should include elder rights, health promotion, Medicaid long term care, and include feedback for what's going on.

Medicare Part D. Mr. Devine said it was amazing how the network mobilized itself and responded to the Medicare Part D initiative.

Emergency Preparedness. With recent hurricane activity, Ms. Carbonell wants to ensure that AAADs and state staff are in touch with local and county emergency folks. Mr. Devine added that the senior network has an infrastructure in place that spans across the state.

Mr. Devine added that he was assigned to the Atlanta office from 2000 to 2005, and he greatly enjoyed working the Southeast District. He added that Ms. Peace is an innovative, think-outside-the-box person, and he has really enjoyed working with her. In closing, Mr. Devine pointed out that the Administration is looking at ongoing aging issues that include: cash and counseling; the money follows the person; evidence-based approaches; looking at capacity and strengthening the capacity of the network; consumer-directed care; and community living.

The Commission gave a round of applause for Mr. Devine.

Next on the Agenda was Mr. Bob Blancato, who has been President of Matz, Blancato & Associates, Inc., a Washington, D.C., firm specializing in government affairs, association and coalition management, and advocacy services since 1996. He holds leadership roles with the National Committee for the Prevention of Elder Abuse, the Elder Justice Coalition, and Americans for Long-Term Care Security. He is also a member of the Brookdale Center's Council of Advisors. Mr. Blancato has spent more than 20 years on Capitol Hill, mostly with the House Select Committee on Aging, and was appointed to prominent positions for the 1995 and 2005 Whitehouse Conferences on Aging. Mr. Blancato said it was great to be in Nashville and to have been a part of Nancy Peace's reception. Mr. Blancato shared some of the bigger picture of aging policy.

Mr. Blancato said there is a lot of activity in Congress. The Farm Bill has passed in the House but not the Senate, and he stated there are important nutritional issues in the bill. The goal is to allocate more money for food programs. Mr. Blancato urged everyone to contact their Congressman and recommend passage of this bill. He said the value in nutrition is getting more attention. Food stamps are critical to senior citizens.

Another bill, the SCHIP, State Children's Health Insurance Program, would benefit 6.6 million children. The program provides health insurance for families who earn too much money to qualify for Medicaid, yet cannot afford to buy private insurance. The program was created in 1997 to address the growing number of children in the United States without health insurance. A proposal was recently passed in the House and Senate to expand SCHIP from \$5 billion yearly by \$35 billion over five years.

On elder abuse, Mr. Blancato reported that as high as 5 million cases go unreported annually. There has been a 60% increase in documented cases in the past five years. He stated we need a national outcry about elder abuse. Mr. Blancato said the Elder Justice Act gives dedicated funding for elder abuse programs. Forensics is involved. Training is required so that folks can know what to look for. He mentioned that Senators Alexander and Wamp are both sponsors of the Elder Justice Act bill, S1070/HR1783. Congressman Gordon from TN has also supported the bill.

Mr. Blancato stated the 2005 White House Conference on Aging was a success and the delegates to the conference deserve credit. He said a couple of things were re-affirmed such as core programs (i.e., nutrition, etc.); empowering seniors to choose community living; and intervening with HCBS services prior to admission to nursing homes. He stated that 20% of nursing home occupants are there because of nutrition. Mr. Blancato said that the cost of long term care exceeds even the high cost of prescription drugs. He said there are better ways to offer incentives for the elderly to take care of themselves.

## **ALZHEIMER'S TASK FORCE**

Stewart Clifton, lobbyist for the Tennessee Coalition of Alzheimer's Associations, and Janice Wade, Eastern Tennessee Chapter of the Alzheimer's Association, reported on legislation that was passed creating an Alzheimer's Disease Task Force by September 1, 2007. Stewart Clifton was the legislative coordinator of the bill. Ms. Wade stated they are pleased to partner with the Commission. Ms. Wade felt the establishment of a task force would lead to strengthening the Alzheimer's network, thus leading to a better quality of care when consumers direct services. Ms. Wade stated legislators have said they would like to hear from the task force and a progress report is due February, 2008, with the final report due in February, 2009, that includes recommendations to the General Assembly. She said three public forums would be needed to collect information. Mr. Clifton stated there will be many community meetings where interested parties can participate as the goal is to be as broad as possible.

## **TCAD STAFF UPDATE**

Nancy Peace told members that an organizational chart was included in the notebooks. Kathy Zamata, Assistant Director, gave an overview of the new chart. She stated that 18 additional positions for waiver staff had been approved by TennCare, and the positions were shown on the left-hand side of the org chart. Three new administrator positions would be geographically located across the state in East, Middle, and West Tennessee. Barry Pruitt, TCAD Human Resource Manager, informed the members that it would likely be 3-4 months before these positions were put into place. Ms. Peace stated she would meet with TennCare in the near future to reflect on the functional responsibility of the Area Administrators. Other waiver positions include financial manager, billing clerks, provider records technician, etc.

Barry Pruitt, who was Administrative Services Assistant 4, has been promoted to Human Resources Manager. Lucy Utt introduced new staff member Teresa Vise, who will be working with the SHIP Program as clerk. Margaret Rose introduced new staff member, Etoyle Goodner, whose position is Administrative Services Assistant. Ms. Goodner will be working with the waiver program. She replaces staff member, Charlotte Holstead who retired in June, 2007.

## **POLICY MANUAL CHAPTERS**

**Motion was made by Judson Palmer that discussion of the three policy chapters would be accepted, but the vote to review/approve the chapters should be postponed until the November meeting so that Commission members would have adequate time to look at the policy chapters. The motion was seconded by Elizabeth Stovall, and the motion was unanimously passed.**

Lucy Utt, TCAD Community Services Supervisor, gave an overview of the changes made to the Senior Center Policy Chapter. She said the last review of the chapter was done in April, 1996. Ms. Utt, along with LaVerdia McCullough, Senior Center Support Coordinator, reviewed and revised the chapter for the TCAD Policy Manual. TCAD will create new documents to support senior center implementation of new requirements. The forms include:

- Notice of Background Check (requires new staff signature);
- Drug Free Workplace Brochure;

- Acknowledgement of Receipt of Drug Free Workplace Information; and
- Template for Continuity of Operations Plan (COOP).

The chapter will be brought before the Commission at the November meeting for consideration and approval.

Tabitha Satterfield, TCAD Family Caregiver Coordinator, presented revisions to the Family Caregiver Policy Chapter. Most the changes were a result of the Reauthorization of the Older Americans Act of 2006. The chapter will be brought before the Commission at the November 2007 meeting for consideration and approval.

Belinda Bruns, TCAD Aging Program Coordinator, presented the changes to the Area Agency on Aging and Disability (AAAD) Policy Chapter. Not having been updated since 1995, the policy chapter was revised to include information about the Options for Community Living and Waiver programs. Revisions were made to the chapter after receiving comments from the Commission members and AAAD's. An AAAD staffing chart was included at the back of the policy chapter. The chapter will be brought before the Commission at the November meeting for consideration and approval.

## **STATUS REPORT ON HOME AND COMMUNITY BASED SERVICES**

Margaret Rose presented a summary of enrollment activities for the waiver program. Charts prepared by TCAD staff were included in members' notebooks.

TCAD operates the Statewide Waiver on behalf of the Bureau of TennCare to provide inhome services to Medicaid-eligible enrollees to prevent or delay nursing home care. Ms. Rose reported in the last three months, there were 449 new enrollees. She reported 2,077 people had been enrolled since enrollment began in 2004. 3,700 slots have been approved. The Centers for Medicare and Medicaid Services (CMS) is the agency that approves additional slots. For additional slots to be added, the legislators could recommend that additional slots are needed, and TennCare would submit a request to CMS. The included chart shows a steady growth from 18 enrollees in 2004 to 2046 enrollees as of Friday, August 3, 2007.

Ms. Rose reported that TCAD had received the final Q-Source Audit and TCAD must respond with a Plan of Correction. She also reported that Victoria Spearman was the contact in Memphis for the waiver program. Dr. Spears has resigned her position as Director of the Area Agency on Aging and Disability in Memphis. No replacement has yet been named. Ms. Rose mentioned she has been in Memphis for several weeks, as well as several TennCare staff, to help resolves issues with the waiver program. Ms. Rose said hopefully negotiations would begin with TennCare by the end of August for FY 2008. She said contracts needed to be in place before the end of the next year.

## **EXECUTIVE DIRECTOR SEARCH COMMITTEE REPORT**

John Arriola, Chair, Executive Director Search Committee, reported, via conference call, that an initial meeting of the Committee was held on August 6, 2007, at the Sheraton Downtown Hotel, Nashville. The Committee discussed the candidate qualifications and experience and voted to follow established criteria for screening applicants. All resumes with references should be submitted to Donald Woodlee, Chair, Commission, and are due by 4:30 pm CST, September 14, 2007. Any questions should be directed to John Arriola, Chair of the Search Committee. Commission staff will place the ad in major statewide newspapers. The ad will also be listed on various state, federal, and corporate Web sites. The next scheduled conference call of the Search Committee is

scheduled for Monday, August 13, 2007, 1:00 pm CST. The final recommendation of the Search Committee will be made at the November 2007 quarterly Commission meeting.

## **SCANNING – SYNERGY CONTRACT**

Ryan Ellis, Supervisor of Information Technology Support, reported that TCAD has been working with Synergy as well as the Office of Contract Review for the past six months to get a contract in place that would provide TCAD the support and expertise needed to build a statewide online resource database that includes online assessments and intake applications. In addition, Mr. Ellis reported on the status of the Internal Content Management System. He said TCAD, for the past year, has been on a waiting list for assistance with implementing the technology needed to become a paperless office. TCAD has been in meetings with the department that is responsible for implementing the “scanning system”. TCAD has been working with an assigned business analyst who will review the business flow processes within the TCAD office and suggest ways to implement a scanning system that would streamline the workflow.

## **PRESENTATIONS BY AREA AGENCIES ON AGING AND DISABILITY**

Each Area Agency on Aging and Disability across the state will have an opportunity to showcase their agency during the Commission meetings. Presentation highlights from the August 2007 meeting are shown below.

- Susan Hill, Director of the Northwest Area Agency on Aging and Disability, presented an overview of the agency using a PowerPoint presentation. Her slides revealed a beautiful scene of the Reelfoot Lake which is located in the Northwest district. The Lake was created by an earthquake that occurred in 1811. Henry County is home to the first nutrition site in the state. She mentioned that the Northwest Area Agency on Aging and Disability has a Veteran’s Transportation Program. Another project, the Fan Project, is a multi-agency project in the Southwest district whose goal is to gather boxed fans and donate them to people in need. 500 fans were distributed in the summer of 2007. The agency has an active Ombudsman Program, Nutrition Program, provides homemaker services, and has an Elder Abuse and Guardianship Program as well as services provided through the home and community based statewide waiver program. In closing, Ms. Hill reminded the audience that the people we serve may not always remember what we say or do, but they will always remember how we made them feel!
- Aaron Bradley, Director of the East Tennessee Area Agency on Aging and Disability (ETAAAD), presented an overview of the agency using a PowerPoint presentation. He said TCAD designated the ETAAAD within the East Tennessee Human Resource Agency in 1977 to serve the Middle Eastern Tennessee Planning and Service Area. He said the majority of funding managed by the ETAAAD is utilized to provide direct services to older consumers and persons with disabilities. The agency is also charged with the responsibility to provide advocacy services and service development for these populations. The ETAAAD region consists of 16 counties which represents just over 6,500 square miles. Obviously, one of the greatest challenges faced by the agency is providing services in the more rural areas of the region due to travel time and distance, linked with the limited availability of services through other agencies and providers outside their system. The agency also provides congregate and home delivered meals through five contractors in the region. Services are delivered in ten

counties through four central kitchens and prepared on-site in the remaining six counties. The agency is planning to release an RFP in 2007 to consolidate the meal preparation system to no more than two central kitchens for the entire 16 county region. In FY2007, the agency served 187,863 congregate meals and 498,232 home delivered meals. The ETAAAD utilizes the Supportive Services funding in the Older Americans Act to fund 16 County Offices on Aging that provide information and assistance, outreach activities, transportation, and other services in the county. The ETAAAD provides funding to 23 Senior Centers in the region.

Approximately 20 years ago, the General Assembly called for the development of a Public Conservatorship service for persons who lacked the capacity to make informed financial and medical decisions. This service is one of the most important services offered by the ETAAAD because it provides a support system for the most vulnerable members of the community. The ETAAAD has one of the largest caseloads in the state with approximately 60 active cases. The agency has recruited and trained over 25 volunteers to assist staff with service delivery – without these volunteers they simply could not provide the level of service clients need. The average cost per client per year is approximately \$2,000.

The agency has 42 trained and certified Volunteer Ombudsman Representatives who are assigned to the long term care facilities in East Tennessee. They have closed 400 cases in FY 2007 with a total of 657 complaints.

The ETAAAD has a program called “Take it Along for Good Health” which includes a tote bag specially designed for toting medicine to the doctor’s office. Mr. Bradley distributed totes for those attending the meeting. He said the project was recognized at the annual meeting of the National Association of Area Agencies on Aging and Disability in July, 2007, as a best practice.

Thirty years later:

- The Health Promotion Resource Center was developed in 1997;
- The National Family Caregiver Support Program was developed in 2002;
- The Statewide HCBS Waiver Program was developed beginning in 2002.

How? TCAD Leadership, Legislative Support, Local Partnerships, and a GREAT ETAAAD TEAM!

## **REPORT FROM THE EXECUTIVE DIRECTOR**

Nancy Peace reported activities of the TCAD staff since the previous meeting of the Commission. A summary of staff accomplishments was inserted in members’ notebooks. Among the highlights were the following activities.

- The contract with Synergy Software, Inc. has been approved. The contract provides for an interactive resource database with compatible components including the SAMS client tracking system and the Beacon Web-based resource database. The services will enable individuals to access a statewide interactive resource database and initiate an application for services on-line.
- A brochure for the Aging and Disability Resource Connection (ADRC) project is being developed by the State graphic arts office. The Advisory Board participated

in the selection process for the ADRC logo to be used on the brochure. The brochures will be distributed in the two pilot site districts.

## **REPORT FROM TN4A**

Aaron Bradley, President of the Tennessee Association of Area Agencies on Aging and Disability (TN4A), reported on the TN4A activities since the May 2007 Commission meeting. Mr. Bradley thanked the Commission for allowing the Association to present.

- The 2008 annual meeting of the National Association of Area Agencies on Aging and Disability (N4A) will be held in Nashville, TN. TCAD staff and TN4A are working together in planning for the event.
- Mr. Bradley said he would like to add 'Statewide Needs Assessment' to the Agenda for the upcoming Commission meeting. He said it is used beyond the Area Plans and with other state departments. He added he would like for it to be a 'Comprehensive Needs Assessment for the State of Tennessee'.
- Mr. Bradley stated that there was a budget hearing the previous week, and it was held in a professional manner. He said he felt the contract 'sanctions' were the wrench that someone had thrown in the contract process. He said the Bureau of TennCare is trying to help in a number of ways, and a contract is being negotiated for FY 2008.
- Mr. Bradley stated a lot has been accomplished in the last three years. He said Ms. Peace has shown much leadership, and leadership means opportunity. The statewide waiver program has been the hardest to get started, and the success has moved steadily upward. He said 'Job Well Done' in honor of Ms. Peace who will be leaving the Commission at the end of August, 2007.

## **ADJOURNMENT**

**With no further business before the Commission, Chair Woodlee adjourned the meeting at 2:40 pm.** The next regularly scheduled meeting is November 20, 2007, 9:00 a.m. CST at the Sheraton Hotel Downtown, Nashville, TN.

Respectfully submitted,

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Carolyn Householder  
Tennessee Commission on Aging and Disability